



**[6450-01-P]**

**DEPARTMENT OF ENERGY**

Agency Information Collection Extension

**AGENCY:** U.S. Department of Energy.

**ACTION:** Notice and Request for Comments

**SUMMARY:** The Department of Energy (DOE), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery ” for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 et. seq.). This collection was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery. This notice announces our intent to submit this collection to OMB for approval and solicits comments on specific aspects for the proposed information collection.

**DATES:** Comments regarding this collection must be received on or before ***[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]***. If you anticipate that you will be submitting comments, but find it difficult to do so within the period of time allowed by this notice, please advise the OMB Desk Officer of your intention to make a submission as soon as possible. The Desk Officer may be telephoned at 202-395-4718.

**ADDRESSES:** Written comments should be sent to:

DOE Desk Officer  
Office of Information and Regulatory Affairs  
Office of Management and Budget  
New Executive Office Building  
735 17<sup>th</sup> Street, NW, Room 10102,  
Washington, DC 20503

and to:

Director, Records Management Division  
Office of the Chief Information Officer  
U.S. Department of Energy  
19901 Germantown Rd, Room G-312  
Germantown, MD 20874  
[informationcollection@hq.doe.gov](mailto:informationcollection@hq.doe.gov)

**FOR FURTHER INFORMATION CONTACT:**

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Office of the Chief Information Officer  
U.S. Department of Energy  
19901 Germantown Rd, Room G-312  
Germantown, MD 20874  
(301) 903-6227  
[informationcollection@hq.doe.gov](mailto:informationcollection@hq.doe.gov)

**SUPPLEMENTARY INFORMATION:** This information collection request contains:

(1) OMB No. 1910-5160; (2) Information Collection Request Title: “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery;” (3) Type of Request: Extension; (4) Purpose: The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. “Qualitative feedback” refers to information that provides useful insights on

perceptions and opinions but not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management; (5) Annual Estimated Number of Respondents: 10,000; (6) Annual Estimated Number of Total Responses: 10,000; (7) Annual Estimated Number of Burden Hours: 200,000; (8) Annual Estimated Reporting and Recordkeeping Cost Burden: There are no costs for Reporting and Recordkeeping. Statutory Authority: Executive Order (EO) 13571, Streamlining Service Delivery and Improving Customer Service.

Issued in Washington, DC on June 20, 2014.

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Christina Rouleau  
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IT Planning, Architecture, and E-Government  
Office of the Chief Information Officer  
U.S. Department of Energy

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